

HILLINGDON LGPS FUND Period: 24 - 30 August 2020					
Key Performance Measure	Current Period 24 - 30 August 2020				
	Cases outstanding 24/08/2020	Cases received	Cases completed	Cases outstanding 30/08/2020	Progress
DEATH INITIAL STAGE	32	2	1	33	↑
SURVIVOR'S PENSION	12	2	1	13	↓
DEATH GRANT PAYMENT	3	2	1	4	↓
DEATH UNDER/OVERPAYMENT	32	2	1	33	↓
RETIREMENT	49	8	18	39	↑
REFUNDS	115	14	11	118	↓
<b>TOTAL</b>	<b>243</b>	<b>30</b>	<b>33</b>	<b>240</b>	<b>↑</b>
<b>Death Initial Stage</b>	Cease pension, send condolences letter, request details of any dependants / beneficiaries and send claim forms for any balance / overpayment / Death Grant.				
<b>Survivor's pensions</b>	Upon receipt of all relevant certificates, forms and supporting evidence set up all survivor's pensions on the payroll and send each beneficiary a pension statement.				
<b>Death grant payment</b>	Upon receipt of all the certificates, claim forms and details of potential beneficiaries pay the Death Grant.				
<b>Death Under/overpayment</b>	Any balance of pension should be paid and the return of any overpayment requested. The Pension Section should notify the relevant parties of any payments / decisions in writing.				
<b>Retirement</b>	Upon receipt of all the forms and pay the retirement grant, update Altair, set up the pension on the payroll and send a benefit statement to the member.				
<b>Refund</b>	Check the record, calculate the refund due and make payment				